

ANNEX F

HUMAN SERVICES

A. PURPOSE

1. The term "human services" covers a wide variety of programs designed to protect the safety and well-being of those caught in an emergency/disaster **situation** and to assist them in recovering from the effects of the incident. This annex is concerned with those forms of assistance available without a Presidential Emergency or Major Disaster Declaration. The West Virginia Department of Health and Human Resources coordinates the process whereby those in need receive assistance either directly from the agency or through referral to the appropriate resource.
2. Particular forms and sources of assistance vary from emergency to emergency. Those listed in this annex are only illustrative. Each local organization for emergency services, in coordination with the Department of Health and Human Resources office in its area, should compile a list of "human services" providers which can be quickly and efficiently activated, including it in the local emergency operations plan. Contact should be established with any assistance agencies or organizations that come into the area after an emergency/disaster occurs so the various efforts can be effectively coordinated. These efforts should be coordinated through the County's Office of Emergency Services.

B. CONCEPT OF OPERATIONS

1. State agencies with human services responsibilities, and volunteer relief agencies maintain a continuing program of cooperative disaster response planning and training.
2. The West Virginia Department of Health and Human Resources coordinates the delivery of human services assistance by providing help from its own resources or through referral to the appropriate resource. Within this department the responsibility for disaster planning and for the coordination of disaster relief activities lies with the Office of Emergency Medical Services.
3. Before a disaster occurs the West Virginia Department of Health and Human Resources office, in coordination with the State Office of Emergency Services and other human services providers; such as the American Red Cross:
 - a. Locates buildings to use as emergency shelters and/or feeding centers; and sites that could be used as disaster assistance centers.
 - b. Provides assistance to citizens with special needs, such as individuals with disabilities (See Appendix 1) and the elderly (See Appendix 2).

- c. Locates housing for workers coming into the area from outside the county.
 - d. Develops and maintains a contact list of personnel in agencies providing human services assistance.
 - e. Develops and maintains agreements among the human services providers and the local emergency services organizations delineating responsibilities and means of coordination.
 - f. Maintains an updated contingency plan known to all participating agencies and organizations in the area.
- 4. The order to implement the West Virginia Department of Health and Human Resources Emergency Operations Plan comes when conditions require activation of the State Emergency Operations Center; a State of Emergency Declaration by the Governor or legislature; or a Presidential Emergency or Major Disaster Declaration.
 - 5. The West Virginia Department of Health and Human Resources office is, at least initially, the principal recipient of human service assistance requests. Those needs it cannot meet are referred to the appropriate agency.
 - 6. All agencies and organizations provide assistance to the maximum extent possible. Their efforts are coordinated with the human services coordinator so the assistance can be given in the most efficient and effective manner.

C. TYPES OF ASSISTANCE AND THEIR PROVIDERS

The following list of assistance programs is intended to provide basic guidance as to the programs usually needed by disaster victims and at least some of the agencies with expertise in providing these services. If needs arise which are not considered beforehand, those supplying assistance must be as creative as possible in finding resources to meet those needs.

The same is true of the agency lists accompanying each type of assistance. Agencies other than those listed may be available, while some that are listed may not be able to supply assistance. The exact providers of the various services can only be established with certainty during the actual emergency response effort.

- 1. Collection and Distribution of Donated Goods
 - a. Type of Assistance - Establishment and management of centers for receipt, organizing and distribution to those in need of donated goods such as food, clothing, furniture, medical supplies, building materials, cleaning supplies, bedding, utensils and tools.

- b. Agencies –American Red Cross, Salvation Army, and other members of WV Voluntary Organizations Active in Disasters (WV VOAD).
- 2. Counseling
 - a. Type of Assistance - Crisis intervention counseling designed to help disaster victims and workers cope with their situation and avoid serious psychological impairment.
 - b. Agencies - Department of Health and Human Resources, Public and Private Non-Profit Mental Health Organizations, American Red Cross, and Salvation Army.
- 3. Financial Assistance
 - a. Type of Assistance - Direct grants for food, clothing, rent, bedding, selected furnishings, transportation, medical needs, temporary home repairs, occupational supplies, and other essentials on an individual or family basis. Availability of assistance may vary from emergency to emergency, and may be based on family income level.
 - b. Agencies - Department of Health and Human Resources, American Red Cross, and other members of WV VOAD.
- 4. Food
 - a. Type of Assistance - Providing food to disaster victims and workers may be done in several ways. They include:
 - (1) Direct giving of foodstuffs donated by individuals and groups to disaster victims. (See above, Collection and Distribution of donated Goods.)
 - (2) Direct money grants for food purchase and/or Food Stamp allotments made to disaster victims. (See above, financial Assistance.)
 - (3) Meals provided at feeding centers or from mobile canteens.
 - b. Agencies - Department of Health and Human Resources, Bureau of Senior Services, Department of Education, Adjutant General's Office; American Red Cross; Salvation Army; other members of WV VOAD, and food banks.

5. Manpower/Personnel
 - a. Type of Assistance - Provision of personnel to supplement the labor supply in responding to an emergency/disaster, especially in regard to clean-up work and repair of damaged homes.
 - b. Agencies - Bureau of Employment Programs, Division of Corrections, Adjutant General's Office, and Division of Highways.
6. Medical Assistance
 - a. Type of Assistance - Professional medical aid in the treatment of disaster victims, the prevention or control of disease in the affected area, provision of emergency prescription and non-prescription medication and prosthetic devices, and the handling and identification of persons killed in the disaster.
 - b. Agencies - Department of Health and Human Resources, West Virginia State Police, Adjutant General's Office, and American Red Cross.
7. Registration
 - a. Type of Assistance - The location of disaster victims, an assessment of their condition and needs, and the handling of inquiries concerning the status of people in the affected area.
 - b. Agencies - Department of Health and Human Resources, West Virginia State Police, Bureau of Senior Services, Office of Emergency Services, American Red Cross, Salvation Army, and other members of WV VOAD.
8. Rehabilitation of Homes
 - a. Type of Assistance - Aid to homeowners in repairing their houses in the absence of or to supplement FEMA's Minimal Repair Program. The ability of the listed agencies to provide assistance may vary from situation to situation and may be pegged to the income level of the affected family.
 - b. Agencies – WV VOAD, WV Housing Development Fund, and the Department of Health and Human Resources.

9. Shelter

- a. Type of Assistance - The establishment of shelters designed to protect the lives and health of people forced to evacuate their homes because of an emergency or a disaster. Shelters are short-term facilities (several days to a week), and the families will be returned to their homes or to temporary housing locations as quickly as possible. Locations to be used, as shelters should be predesignated by the local emergency services organization working with the agencies listed below. Selection should be based on the following criteria:

- (1) Building design and safe location.
- (2) Convenient location for the population to be served and access to other government services.
- (3) Priority of utility restoration or location of emergency generators.
- (4) Availability of sanitary and mass feeding facilities.
- (5) Availability of alternate heating (gas-coal-fuel oil).
- (6) Accommodations for citizens with special needs; i.e., disabled, elderly, etc.

Personnel to operate the shelters can come from a variety of sources; however, whenever possible, it is best to have people familiar with the building to at least assist in the shelter operation. The American Red Cross is mandated within the Federal Response Plan to manage emergency shelters. Working in cooperation with other organizations, the American Red Cross will provide resources and personnel to operate shelters in accordance with established shelter management guidelines.

- b. Agencies - Department of Education; Department of Health and Human Resources, Adjutant General's Office, American Red Cross, Salvation Army, and other members of WV VOAD.

10. Tax

- a. Type of Assistance - Help in computing credits based on disaster **caused** casualty losses. The victim may be able to file an amended return in order to secure an immediate cash refund from both the Federal and State governments.

- b. Agencies – WV Division of Tax and U.S. Internal Revenue Service.

11. Transportation

- a. Type of Assistance - Equipment and personnel to move people, supplies and equipment either to or from an emergency/disaster site or assistance center.
- b. Agencies - Department of Education, Division of Highways, State Police, National Guard, Bureau of Senior Services, Division of Corrections, Department of Health and Human Resources, Department of Administration, Division of Natural Resources, Department of Agriculture, Bureau of Commerce, Division of Environmental Protection and Civil Air Patrol.

D. TASK ASSIGNMENTS

- 1. The Department of Health and Human Resources has lead responsibility for the provision of human services assistance to disaster victims, in coordination with the State Office of Emergency Services.
- 2. All other agencies and organizations work, to the limit of their resources, in support of the Department of Health and Human Resources in meeting emergency/disaster related human needs. These support agencies include, but are not limited to, the following:
 - a. State Agencies
 - (1) Adjutant General's Office
 - (2) Bureau of Senior Services
 - (3) Department of Education
 - (4) Division of Rehabilitation Services
 - (5) Office of Emergency Services
 - b. Voluntary Relief Organizations
 - (1) American Red Cross
 - (2) Salvation Army
 - (3) WV VOAD

E. AUTHORITIES

- 1. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended
- 2. Code of Federal Regulations, Title 44, "Emergency Assistance"
- 3. West Virginia Code, Chapter 15, Article 5, "Emergency Services," as amended

4. West Virginia Code, Chapter 16, Article 5P-1 to 5P-15, "Senior Services," as amended
5. West Virginia Code, Chapter 18, Article 10A, "Rehabilitation Services," as amended
6. West Virginia Department of Health and Human Resources, "Memorandum of January 23, 1978: Disaster Preparedness"
7. Statement of Understanding between the State of West Virginia and the American Red Cross
8. American Red Cross Disaster Services Program. (ARC 3000 Series)
9. Church World Service Domestic Disaster Office, "Church Response to U.S. Disaster - 1978 Revisions"

REFERENCES

1. Assisting People with Disabilities, American Red Cross, September, 1999
2. Disaster Preparedness for People with Disabilities, American Red Cross, June, 1997
3. Assisting People with Disabilities in a Disaster, Federal Emergency Management Agency
4. Disaster Preparedness for Seniors, American Red Cross, October, 1995
5. Emergency Preparedness Manual for the Aging, State of Hawaii Administration on Aging
6. Disaster Preparedness for Persons with Disabilities, A Report by the State of California Department of Rehabilitation, April, 1977
7. State of North Dakota Emergency Operations Plan, as amended
8. Federal Response Plan, as amended

APPENDIX 1

PROCEDURES FOR MEETING THE NEED

OF INDIVIDUALS WITH DISABILITIES

- A. The State-Federal Vocational Rehabilitation Program is charged with meeting the rehabilitation needs of people with physical and/or mental disabilities.
- B. In the event of an emergency or disaster, the West Virginia Department of Health and Human Resources could provide or pay vendors to provide almost any service that has a relationship to the eligible victim being rehabilitated for an eventual return to employment. These services are available on an ongoing basis and are not specifically designed to be used in an emergency situation, but could be if needed.
- C. Program services include but are not limited to:
 - 1. Intake;
 - 2. Diagnosis and evaluation;
 - 3. Eligibility determination;
 - 4. Development of the individual written rehabilitation program;
 - 5. Guidance and counseling;
 - 6. Physical and mental restoration services;
 - 7. Training;
 - 8. Job placement assistance;
 - 9. Follow-up to placement for most appropriate work performance by the client;
 - 10. Follow-up studies on success of rehabilitation services pursuant to the Department of Health and Human Resources regulations, state law, federal law, and regulations as received from the United States Department of Education; and
 - 11. Information and referral.
- D. During non-emergency status eligible individuals are prioritized for reception of services. This same order of selection could be used during the recovery phase to aid victims in the expedition of services.

APPENDIX 2

GUIDELINES FOR PROVIDING FOR THE NEEDS OF THE ELDERLY

- A. During an emergency or disaster the elderly population of the affected area can require special services and at the same time provide manpower assistance to local government in the response to disaster and to disaster cleanup.
- B. Following is a description of the guidelines to follow in providing services to the elderly in an emergency or disaster and also a description of the manpower assistance the elderly could provide in disaster response and cleanup.

- 1. Guidelines to follow in providing services to the elderly.

To lessen the trauma to older persons utilize staff, volunteers, resources and facilities that are known and familiar to the elderly. In all disaster planning and plan implementation, involve senior service providers and older persons. Secure agreements with Older Americans Act Title III service providers to utilize staff, facilities and consumable resources in a disaster. As per agreements, select and train volunteers and staff who are knowledgeable about the unique needs, concerns and service requirements of the elderly population within the area.

- 2. Services that can be provided under the Older Americans Act in time of disaster:

Section 310(a)(1) of the Older Americans Act. The Commissioner, U.S. Administration on Aging, may provide reimbursement to the state, upon application for such reimbursement, for funds the state makes available to the Bureau of Senior Services to provide for the delivery of supportive services during any major disaster declared by the President in accordance with "The Robert T. Stafford Disaster Relief and emergency Assistance Act," Public Law 93-288, as amended.

Such supportive services may include but not limited to:

- a. Information and Referral Services – Have outreach staff at disaster site assist older persons to obtain emergency services, adequate housing, clothing, food; provide assistance to secure all necessary services to maintain stability, security and independence.
- b. Outreach Services – Have outreach staff make visits to the homes of older persons to assist them in securing any appropriate services to maintain stability, security and independence.

- c. Transportation Services – Provide transportation to and from medical facilities, disaster site, to and from congregate care eating site and to utilize transportation to facilitate access to any other supportive services.
 - d. Counseling Services – Utilize trained personnel to deal with the emotional and psychological trauma an older person might experience who has just experienced a major loss (loss of home, spouse, family, pet, etc.) caused by the disaster.
 - e. Health Services – Possibly assist with emergency care at shelters. Assist in securing vital medications of persons at shelters who do not have access to regular medication. Provide health-monitoring services at shelters. Make home health visits to elderly persons maintaining residence away from the disaster site.
 - f. Escort services to frail older persons who may need assistance in getting vital services.
 - g. Shopping services to secure necessary goods for older persons who are unable to leave their homes.
 - h. Chore services/cleanup targeted at an older person's residence. Services could include minor repairs, minor painting and major cleanup.
 - i. Food Service – Utilize USDA commodities and Older Americans Act Title III resources to provide for feeding at shelters, waiting rooms and places where disaster victims and emergency workers have congregated, delivery of food to persons in isolated areas and provide food service to disaster workers who are cleaning up and making repairs in damaged areas where no cooking facilities exist.
- C. Possible resources available to prepare for disaster or disaster cleanup by the Older American Community Service Employment Program.
- D. Section 502(a) of the Older American Act. In order to foster and promote useful part-time opportunities in community service activities for unemployed low-income persons who are 55 years old or older, the U.S. Secretary of Labor has established an Older American Community Service Employment Program.
- E. (c)(1). The U.S. Secretary of Labor is authorized to pay all of the costs of any such project which is an emergency or disaster project, as determined by the Secretary in consultation with Secretary of Commerce and the Director of the Office of Community Services of the U.S. Department of Health and Human Services.
- F. Possibilities could include using older workers for:

1. Preparing for inevitable disaster, i.e. sandbagging for flood;
2. Utilize older workers at mass feeding sites, preparing food, cleanup and maintenance of mass feeding site;
3. Utilize older workers in post disaster general cleanup and minor repair;
4. Utilize older workers in clerical/support positions; and
5. Utilize older workers at shelters to lead activities for youth and children for purposes of diversion regarding disaster and to provide assistance and relief to parents.